

PCA - FACTS Tuition Management - FAQs

Payment Plans

1. What are my options for payment plans?

You can choose to pay on the following schedules:

- Annual - one-time payment on April 5th or date of registration, whichever is later
- Semi-annual - twice a year, due on April 5th and October 5th, or date of registration, whichever is later. A non-refundable 3% handling charge is added for this payment method.
- Monthly - scheduled monthly payments on the 5th or 20th (or both), starting in April. A non-refundable 5% handling charge is added to the total tuition for this payment method.

2. What are my options for payment methods?

There are two options for payment:

- Automatic bank draft (ACH) - ACH payments are those payments you have authorized FACTS to process directly from your financial institution electronically. It is simply a bank-to-bank transfer of funds that you have preapproved for your PCA expenses. Payments may be made from either your checking or savings account.
- Credit Card - Paying with your credit card gives you the option of taking advantage of various bonus programs offered by your credit card company. Your monthly payment will be automatically charged to the credit card you designate.

FACTS Enrollment Fee

1. What is the difference between the "enrollment fee", the "registration fee" and the "down payment"?

The "enrollment fee" or "payment plan fee" is the annual FACTS fee for enrolling in the FACTS tuition management service. The "registration fee" is sometimes referred to as a "down payment" in FACTS and refers to the annual fee paid to PCA for registering your student in Pantego Christian Academy.

2. Can I pay my annual/semi-annual tuition directly to PCA and avoid the FACTS tuition management enrollment fee?

Payments will only be accepted through FACTS. Some of the benefits of using the FACTS tuition management service include:

- The FACTS service will enable us to utilize one method of accounting for all tuition and incidental billings.
- FACTS gives you the additional option of payment by credit card.
- Even though you may pay your tuition annually or semi-annually, incidental charges (like AIM, dance team, yearbooks, etc.) occur throughout the year. FACTS gives you the convenience of paying for these expenses online by bank draft or credit card and allows you to easily track your student's expenses through online reporting tools.
- Scheduling your payments through FACTS will allow tuition to be instantly credited to your account and allows you up-to-date access to your account at any time.
- Since banks charge businesses for each deposit made, utilizing the FACTS tuition management service reduces banking costs to PCA.

3. Is the FACTS enrollment fee a monthly fee? Is the fee the same for all plans?

The FACTS enrollment fee is an **annual** fee of \$46 for the monthly payment plan and \$20 for the annual and semi-annual payment plans. This fee is **per family**, not per student.

4. If I am paying a fee for FACTS to manage my tuition account, why am I charged an additional PCA "handling" fee?

The PCA "handling fee" compensates PCA for the time value of money being paid out over the school year. The FACTS enrollment fee provides an online service to access and pay your tuition in several convenient forms.

1. What is the biblical basis for the decision to use FACTS?

Scripture instructs us to be faithful in stewardship and in the way in which we handle our finances. FACTS helps us to do this by reducing our overhead costs.

2. What happens if I am transferred out of the area before the end of the school year, or my financial circumstances change and I am forced to withdraw my student from school?

Contact the PCA business office. We can make changes in your account with as little as five days notice. We, and you, have the ability to communicate with FACTS and we will continue to be reasonable and responsive as circumstances change in the lives of our school families.

3. Since I am very uncomfortable giving my primary checking account information to third parties, how can I avoid doing this?

You can set up a separate account at your bank or financial institution and transfer into this account only the funds necessary for the withdrawals by FACTS in the amount and timing of your choice.

4. Who do I contact for help?

For questions concerning your account contact FACTS customer service at 1-866-441-4637. FACTS has customer service representatives dedicated solely to assisting PCA families.

For questions concerning tuition and other related charges, contact the Registrar, Nancy Palavicini, at 817-460-3315 ext. 1204 or by email at nancyp@pantego.com.